

Position Description

Worker's Compensation Records Management Supervisor

Program Assistant Supervisor

December, 2013

Position Description Summary

Under the general supervision of the Director of the Bureau Director of the Claims Management, this position independently and effectively performs duties as a working manager of the Records Management Section, Claims Management Bureau.

This position includes the following responsibilities:

- The retention, organization and movement of hard copy and optically imaged records. Responding to customer requests regarding such records.
- Participation in the day to day operations of the hard copy and optically imaged records system, to include document identification, scanning, file organization, document and file movement, mailing activities, special claim functions and certification of copy work.
- Providing operational support services within the optical imaging and automated file tracking systems.
- Entry and maintenance of information in the WC Division's Integrated Claims Management System (ICMS) database, to include:
 - Entry of applications for hearing along with attached supporting documents, e.g. the WKC-16B, the WKC-3, Vocational Reports, etc.
 - Entry of Reasonableness of Fee and Necessity of Treatment applications.
 - Entry of requests for advancements.
 - Entry of Petitions for Review.
 - Create Temporary Files.
- Supervise section staff, to include hiring, training, performance evaluation and disciplinary action (when necessary).

45% A. Manage and participate in the day to day operations of both incoming and outgoing hard copy and imaged file claim records.

- A1. Develop and conduct quality and efficiency improvement measures, as well as techniques to ensure the accurate and timely identification, scanning, indexing, distribution and mailing of outgoing documents.
- A2. Assist staff by performing responsibilities related to document identification, indexing operations and movement of mail, records and files; ensure legal decisions are mailed the day that they are dated.
- A3. Assist with the WC Division's public services functions by answering general inquiries (from telephone and in-person visits) regarding file and transcript access, as well as photocopy services.

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- A4. In accordance with Wisconsin Statute § 102.33 and Wisconsin Administrative Code § DWD 80.025 and Public Records Law, respond to record access requests, from attorneys, claimants, insurance companies, employers and employees, for certified data and file information.
- A5. Ensure applications for hearing are dated, complete and accurately entered into ICMS.
- A6. Ensure Reasonableness of Fee and Necessity of Treatment applications are dated, complete and accurately entered into ICMS.

20% B. Assist in developing and coordinating technological applications, as well as section workflow, with other WC Division and Departmental staff.

- B1. Develop and implement basic internal work flow policies and procedures for the records management section. Using team efforts, re-engineer hard copy and imaging claim record workflows in order to improve efficiency.
- B2. Evaluate and recommend emerging records management technologies, and apply these in order to improve productivity, efficiency and reduce staff stress.
- B3. Coordinate the Records Management Section workflow with other WC Division Bureaus, Sections and Units.
- B4. Analyze records management and imaging problems; recommend solutions for both internal and external customers.
- B5. Coordinate technology applications with the WC Division's IS Business Automation Specialist, to include drafting project and production requests, trouble shooting and problem-solving as it relates to the optical imaging, file management and file tracking systems.
- B6. Independently plan and guide the daily incoming and outgoing mail functions.
- B7. Direct and assist staff in handling certain specialized functions, such as duplicate claims, not reported claims, health cost disputes, etc.

15% C. Manage the hard copy records retention system.

- C1. Ensure compliance with policies and guidelines regarding both records disposal authorizations and dealings with the State Records Center.

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- C2. Update the RDA's (Record's Disposal Authorizations) at a minimum of every ten years, in order to meet the RDA 10-year sunset provision as laid out by law.
- C3. For the purposes of file retrieval, maintain the WC Division's records center transmittals with the State Records Center.
- C4. Serve as liaison between the WC Division and the State Records Center regarding the coordination of the scheduled annual records destruction project.
- C5. Maintain a thorough understanding of DWD's records management program by participating in records management training opportunities.

15% D. Manage and Supervise Records Management Staff.

- D1. Establish individual workload priorities; via monitoring techniques ensure follow-through in order to verify that priorities are being carried out.
- D2. Effectively recruit, interview, hire, train and establish performance standards for staff.
- D3. Conduct periodic staff performance evaluations based on established objectives and standards.
- D4. Assign staff resources based on priority, within budget levels, and assign and delegate work consistent with employees' classifications, position descriptions and performance standards.
- D5. Assist in developing both strategic and action plans for the WC Division.
- D6. Represent the WC Division on DWD committees and work groups. Obtain staff input for work group decisions and communicate work group activities and decisions to WC Division staff.

5% E. Other job duties/tasks as assigned by the Division Administrator, Deputy Administrator and/or Claims Management Bureau Director.

Knowledge, Skills and Abilities:

Knowledge:

- Excellent working knowledge of hard copy and optically imaged record system operations.
- Excellent working knowledge of, and ability to perform, various supervisory and management duties related to directing a unit records management staff.
- Knowledge of State Records Center policies and procedures.
- Knowledge of the WC Division's technical applications, e.g. Integrated Claims Management System database, Imaging System, etc.

Skills:

- Excellent oral and written communication skills.

Abilities:

- Ability to bend, squat, stoop, kneel, step up, reach above the head and occasionally lift up to fifty (50) pounds (if necessary) in maintaining the filing of claim documents and folders.